

BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese and Haitian Creole)

run on 09/10/2025



surveys

Custom Survey

1 survey(s) 117 response(s)

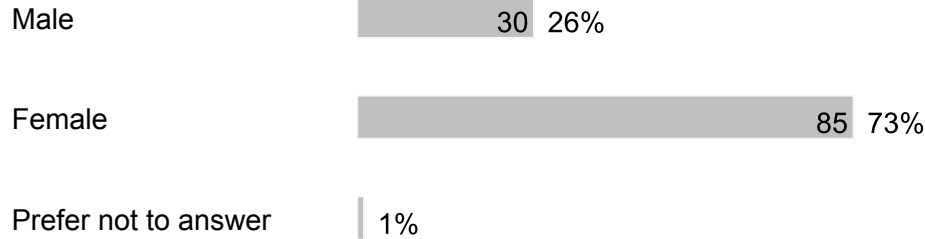
Report Filters**School:**
N/A**Race:**
N/A**Grade:**
N/A**Gender:**
N/A**Ethnicity:**
N/A**Tag:**
N/A

BCPS PARENT CUSTOMER SURVEY 2025 (English, Spanish, Portuguese and Haitian Creole)

Demographics

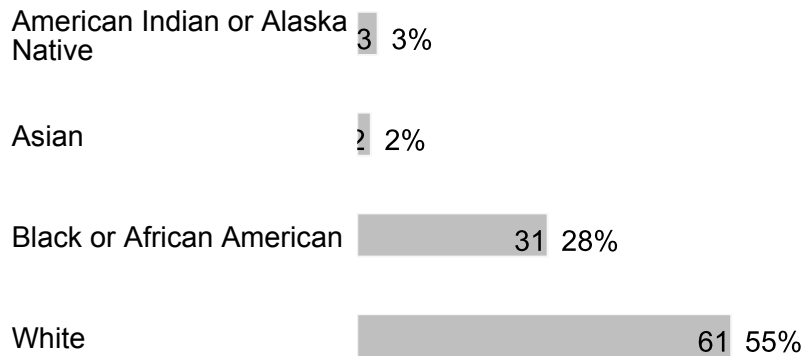
Number of Responses | Percentages of Total Responses

1. Gender



116 respondents

2. Race



Multiracial 6 5%

Other 8 7%

111 respondents

3. Ethnicity

Hispanic 59 54%

Non-Hispanic or Latino 46 42%

Prefer not to answer 4 4%

109 respondents

4. Grade

Grade 6 24 21%

Grade 7 41 35%

Grade 8 45 38%

Grade 9 3 3%

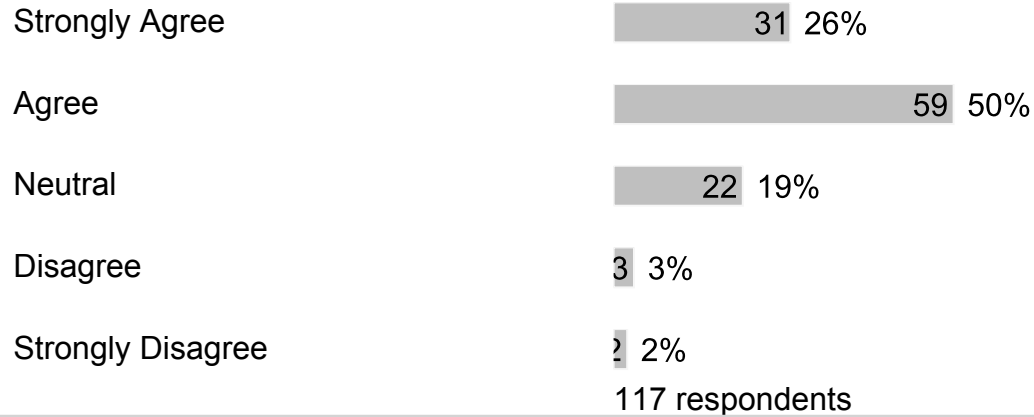
Grade 10 2 2%

Grade 12 2 2%

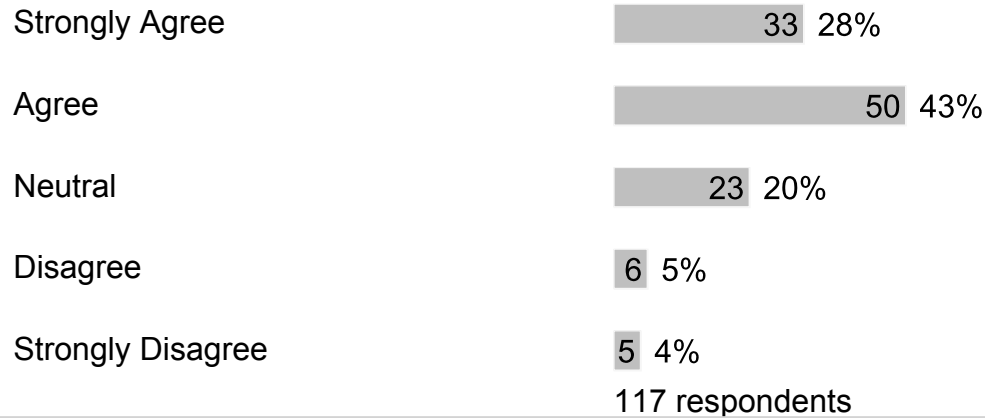
117 respondents

C. Section 2

1. My child feels safe at school.



2. My child's school is clean and well-maintained.



3. I would recommend my child's school to my friends and/or family.



Disagree	4	3%
Strongly Disagree	4	3%
117 respondents		

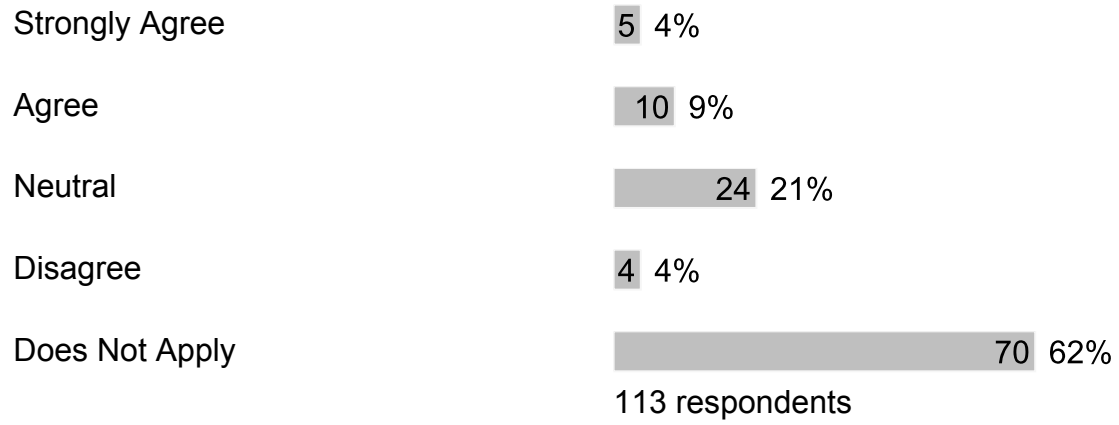
4. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied your child at school this year?

Strongly Agree	10	9%
Agree	21	18%
Neutral	23	20%
Disagree	28	24%
Strongly Disagree	35	30%
117 respondents		

5. After my child was bullied, I contacted school staff.

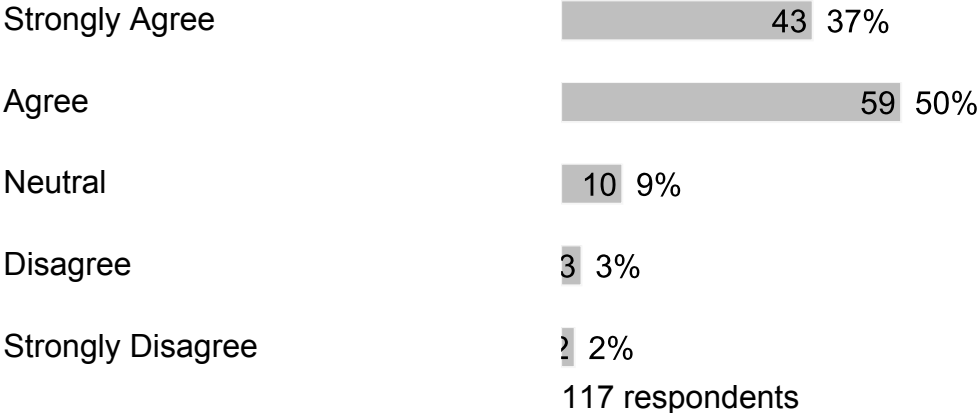
Strongly Agree	9	8%
Agree	14	12%
Neutral	14	12%
Disagree	6	5%
Strongly Disagree	2	2%
Does Not Apply	68	60%
113 respondents		

6. After I contacted school staff, the bullying behavior against my child stopped.



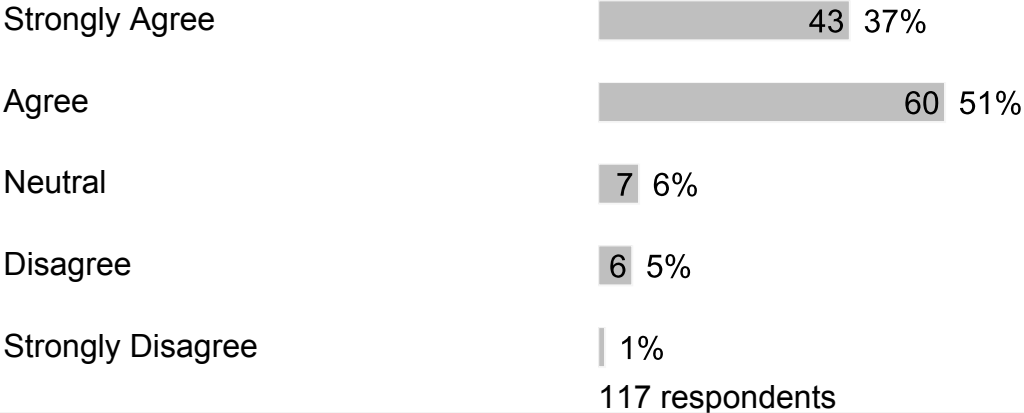
D. Section 3

1. Our school provides adequate technology and internet access for my child(ren) to complete their schoolwork.

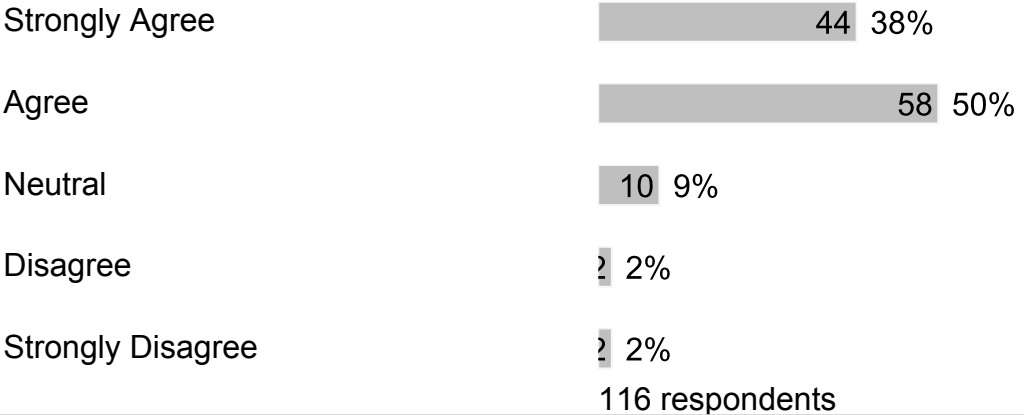


E. Section 4

1. Our school provides sufficient material resources (books, computers, learning materials, etc.) to meet student needs.



2. Our school provides qualified staff members to support student learning.



3. At school, my child has up-to-date computers and other technology to learn.



Neutral

11 9%

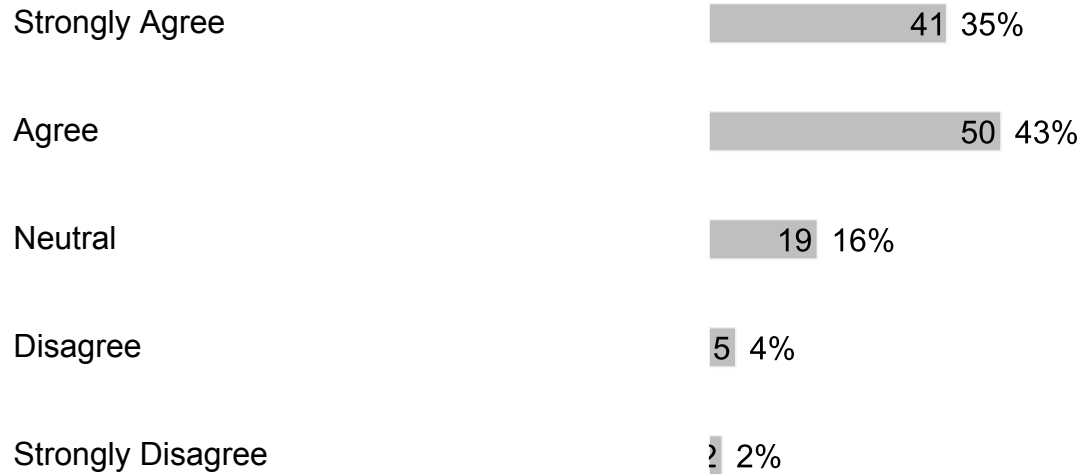
Disagree

6 5%

116 respondents

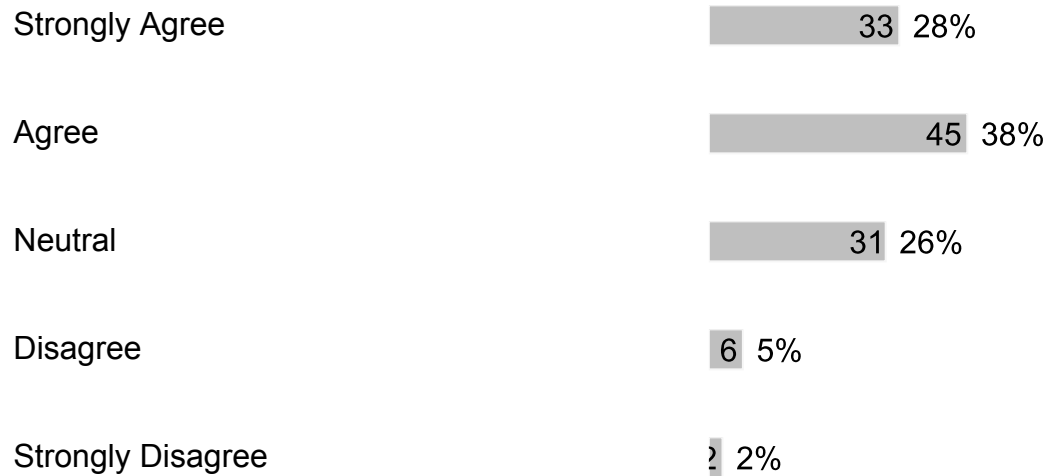
F. Section 5

1. If my child has a problem, they know who they can go to for help.



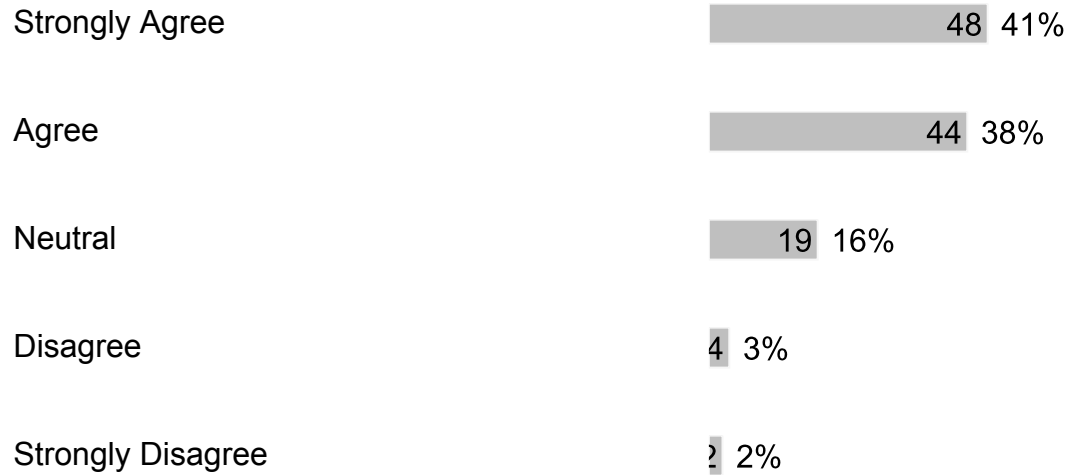
117 respondents

2. My child likes going to school.



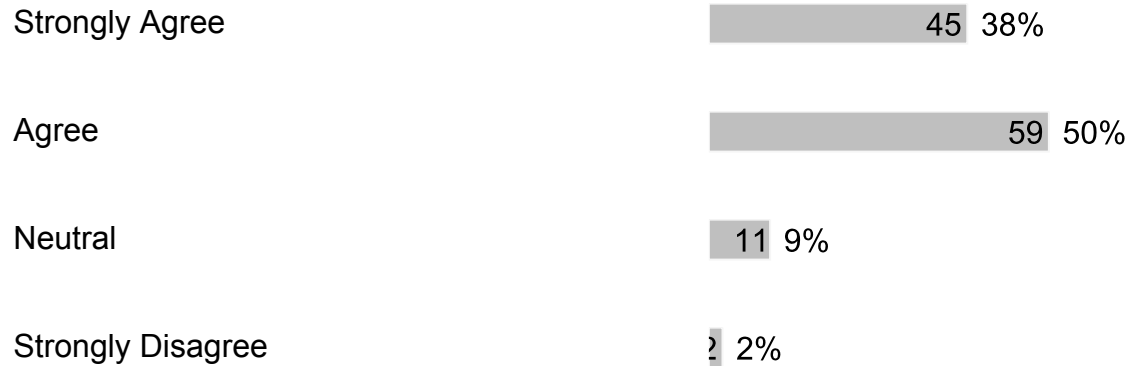
117 respondents

3. I would recommend my child's school to my friends and/or family.



117 respondents

4. Our school treats students with value, respect and compassion.



117 respondents

5. The office staff is helpful and made me feel valued as a parent/guardian.



Neutral 10 9%

Disagree 1 1%

Strongly Disagree 1 1%

117 respondents

6. When visiting the school, I am greeted with courtesy and respect by the office staff.

Strongly Agree 50 43%

Agree 61 52%

Neutral 6 5%

117 respondents

7. Phone calls to the school are answered in a polite and respectful manner by the office staff.

Strongly Agree 48 41%

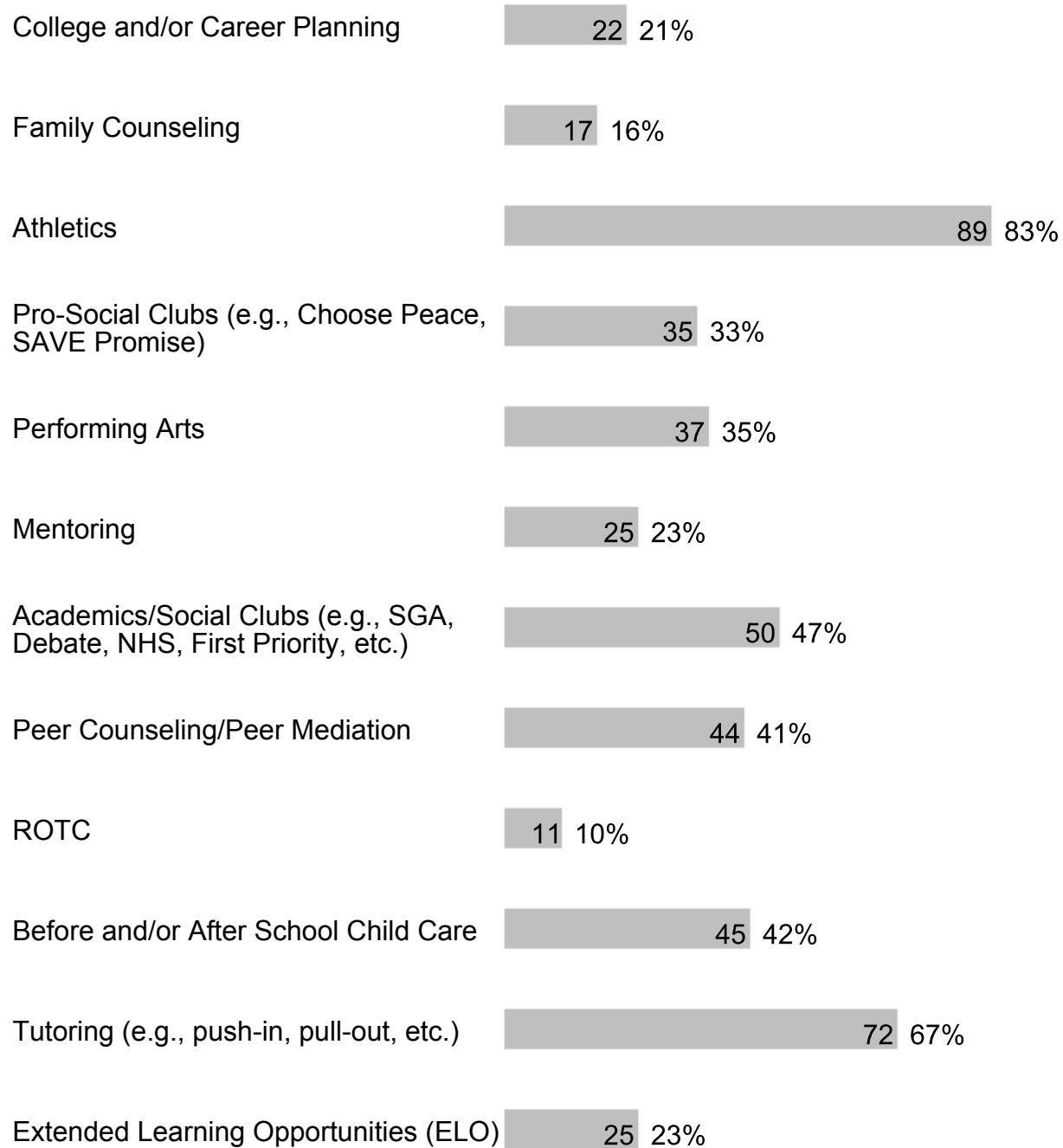
Agree 58 50%

Neutral 11 9%

117 respondents

8. At our school, the following programs/services are available (check all that apply):

Counseling 79 74%



Other 12 11%

107 respondents

9. At our school, my child participates in the following programs/services (check all that apply):

Counseling 15 16%

College and/or Career Planning 5 5%

Family Counseling 1 1%

Athletics 26 27%

Pro-Social Clubs (e.g., Choose Peace, SAVE Promise) 11 11%

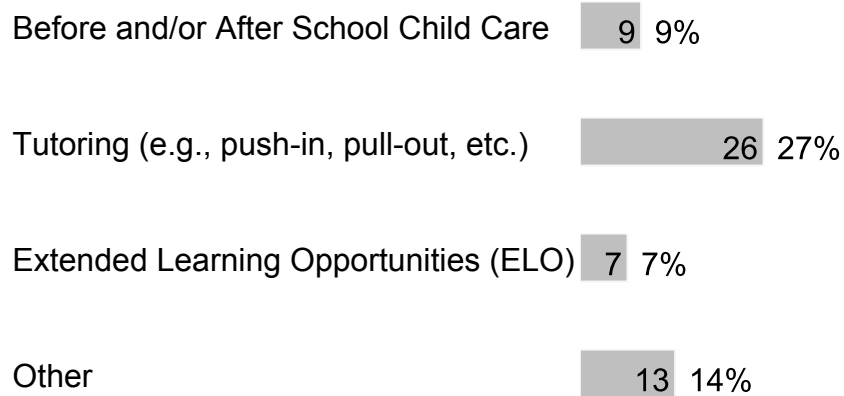
Performing Arts 19 20%

Mentoring 3 3%

Academics/Social Clubs (e.g., SGA, Debate, NHS, First Priority etc.) 28 29%

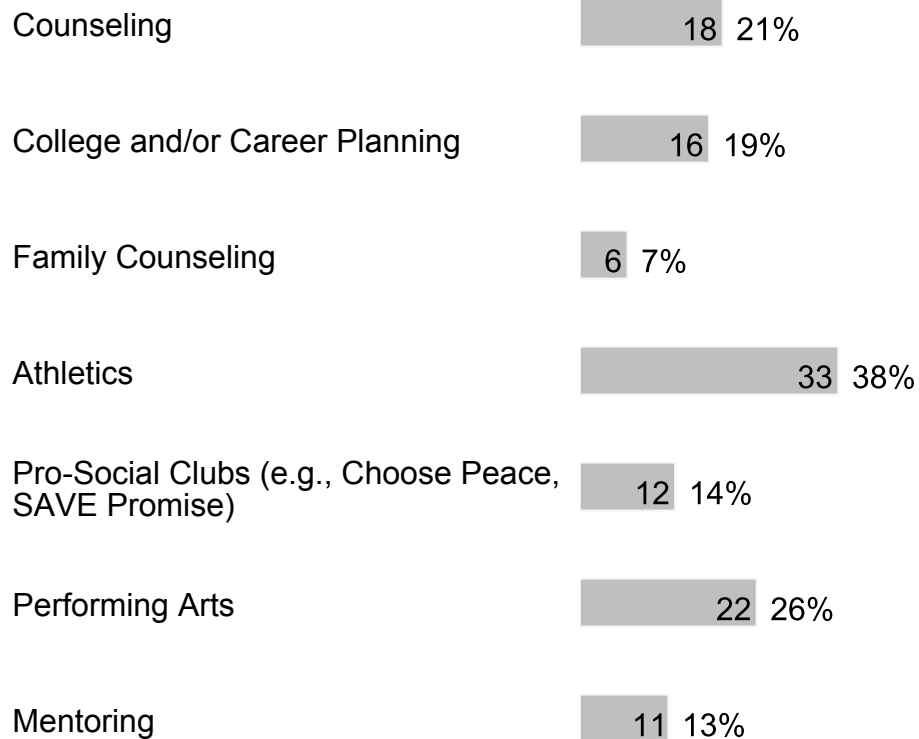
Peer Counseling/Peer Mediation 20 21%

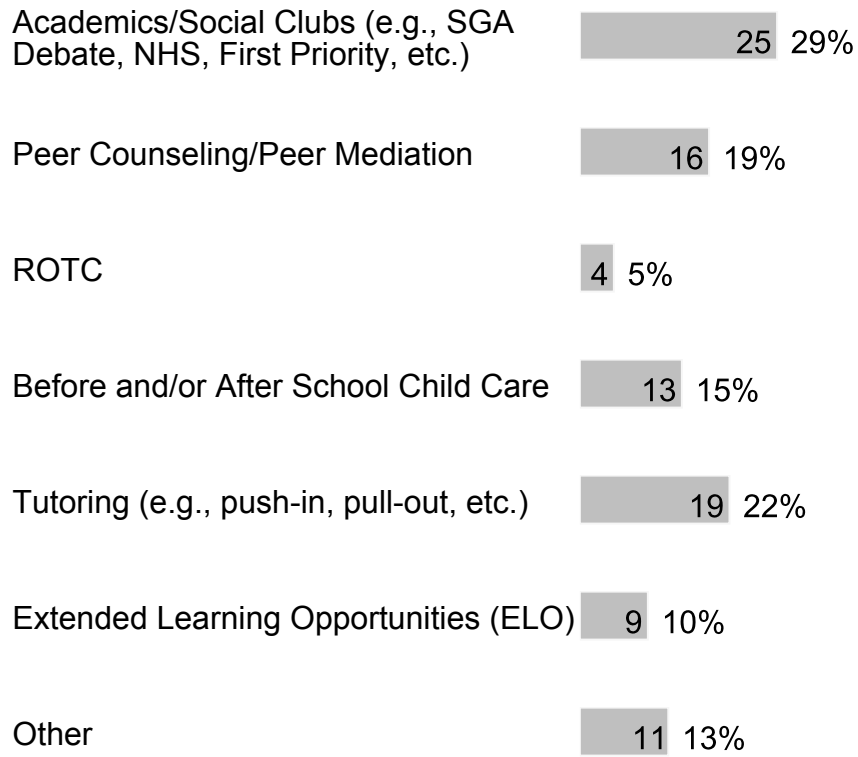
ROTC 1 1%



96 respondents

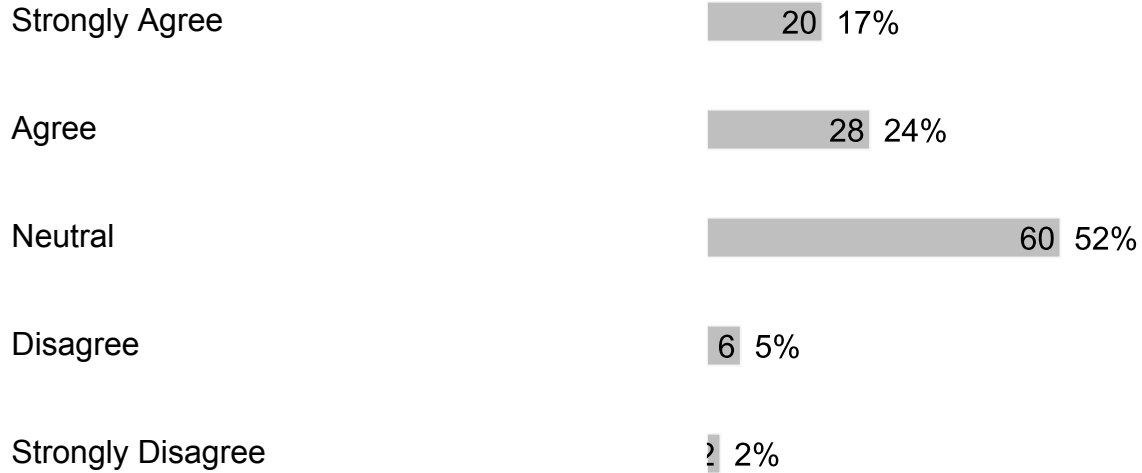
10. At our school, these are the following programs/services that my child values most or would value if they were available (check all that apply):





86 respondents

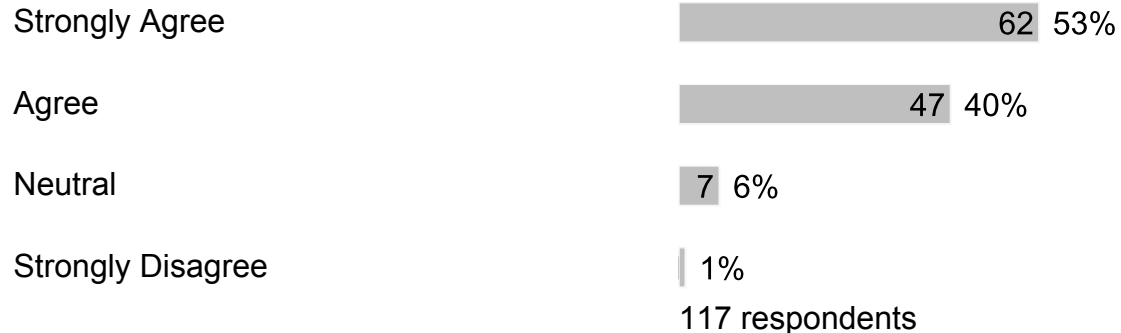
11. Our school has a family resource center and/or a staff member assigned to work with families.



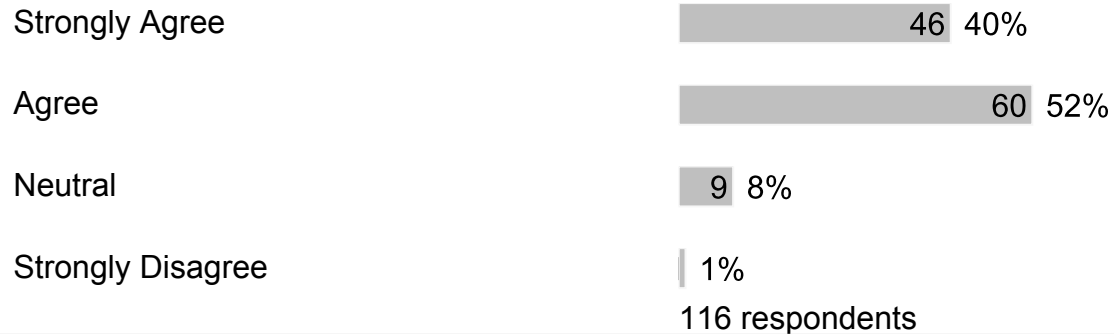
116 respondents

G. Section 6

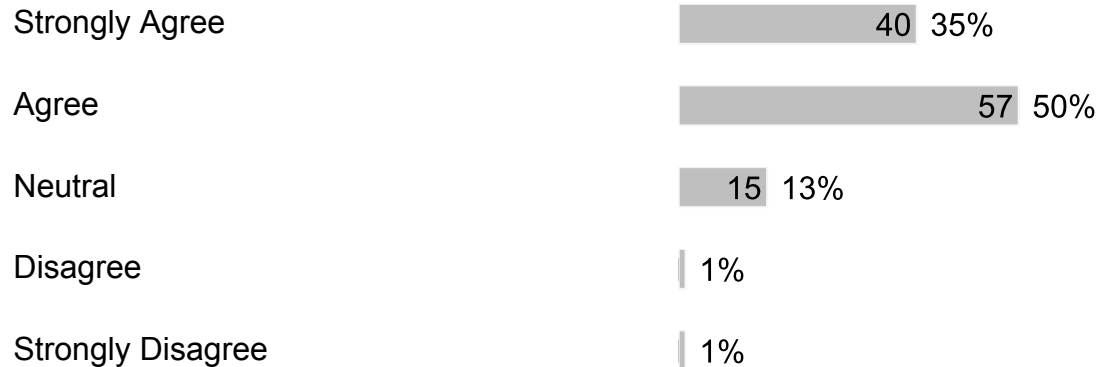
1. The principal is a positive educational leader at the school.



2. The assistant principal(s) is a positive educational leader at the school.

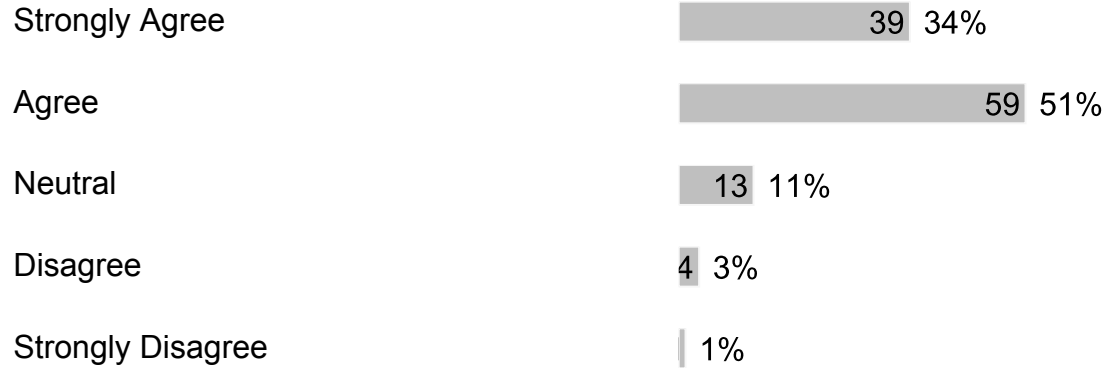


3. Our school's administration provides strong instructional leadership.



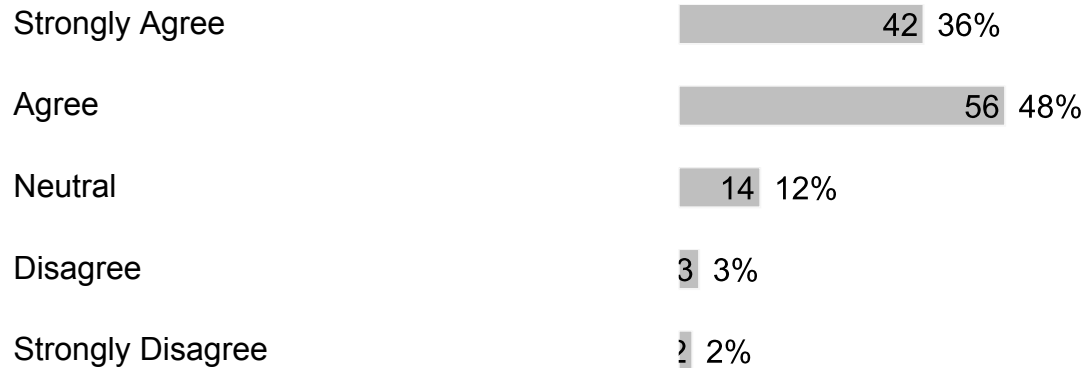
114 respondents

4. Our school has established goals and a plan for improving student learning.



116 respondents

5. Our school meets my expectations to prepare my child well for the next level of study.



117 respondents

6. Our school shares responsibility for student learning with its staff, parents and community members.



Strongly Disagree | 1%
115 respondents

7. Our school has high expectations for students.

Strongly Agree 46 40%
Agree 57 49%
Neutral 10 9%
Disagree | 1%
Strongly Disagree 2 2%
116 respondents

8. My child's teachers provide curriculum that meets the learning needs of my child.

Strongly Agree 41 35%
Agree 58 50%
Neutral 14 12%
Disagree 2 2%
Strongly Disagree | 1%
116 respondents

9. My child's teachers give work that challenges my child.

Strongly Agree 39 34%
Agree 63 55%
Neutral 9 8%

Disagree 2%

Strongly Disagree 1%

114 respondents

10. My child's teachers work as a team to help my child learn.

Strongly Agree 31 27%

Agree 56 49%

Neutral 19 17%

Disagree 6 5%

Strongly Disagree 2 2%

114 respondents

11. My child's teachers use a variety of teaching strategies.

Strongly Agree 32 28%

Agree 60 52%

Neutral 18 16%

Disagree 4 3%

Strongly Disagree 1 1%

115 respondents

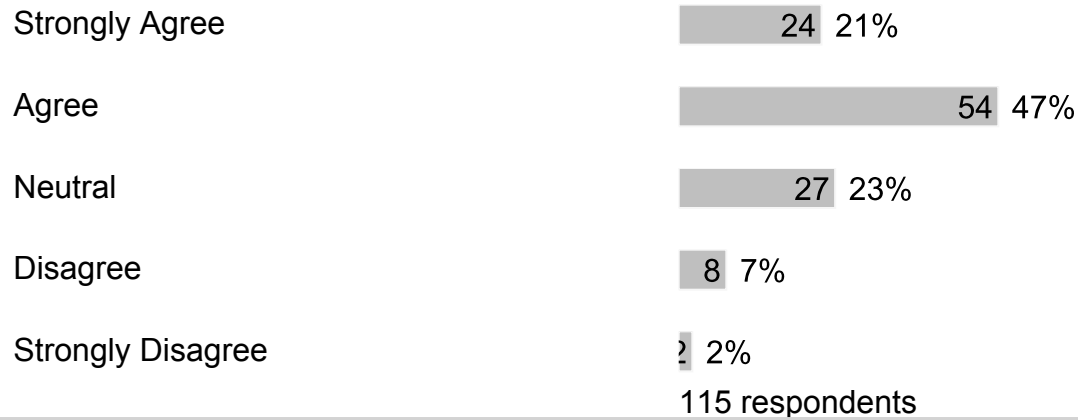
12. My child's teachers adjust the instruction to meet my child's learning needs.

Strongly Agree 28 25%

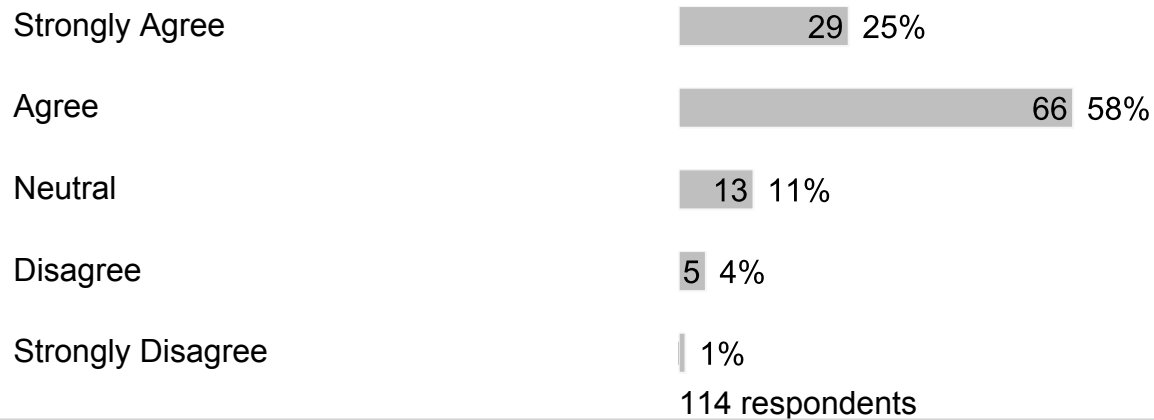
Agree 48 42%



13. My child sees a relationship between what is being taught and everyday life.

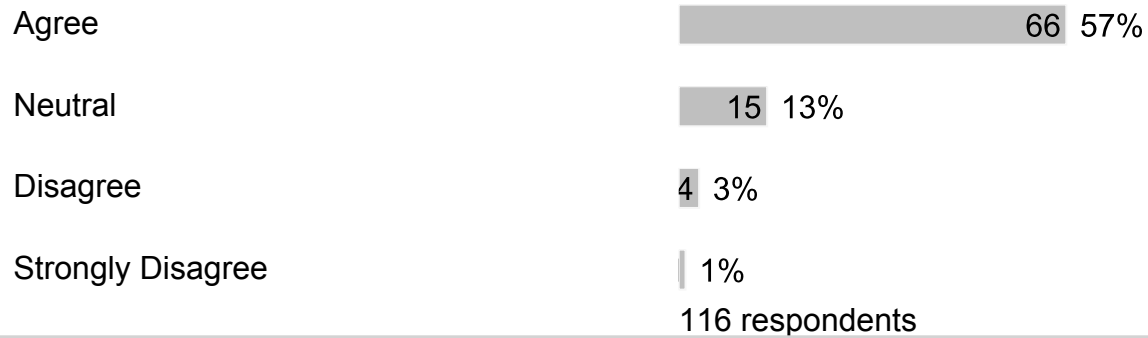


14. Clear learning expectations are set for my child.

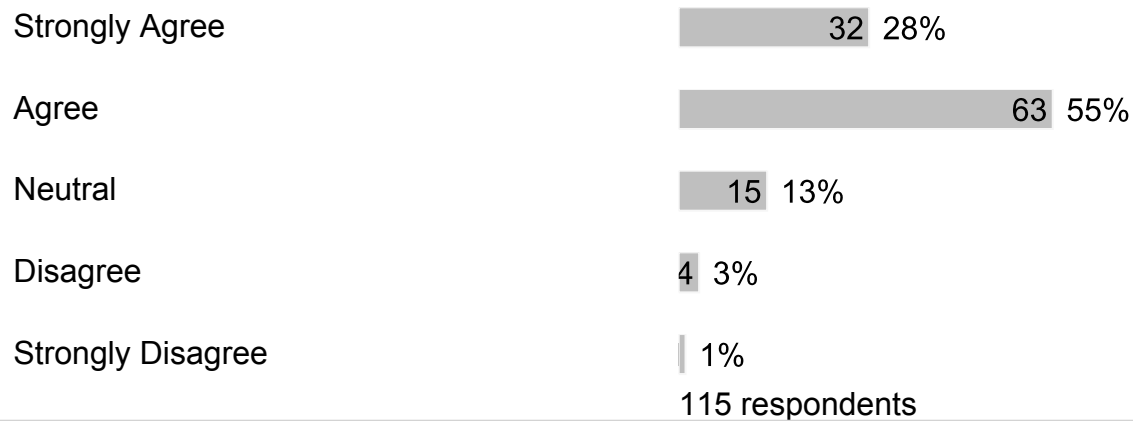


15. My child's understanding of what was taught is regularly assessed.

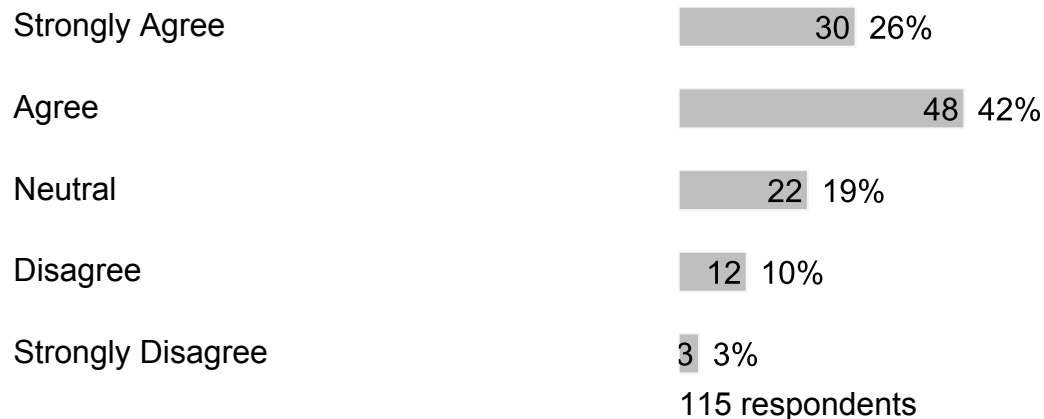




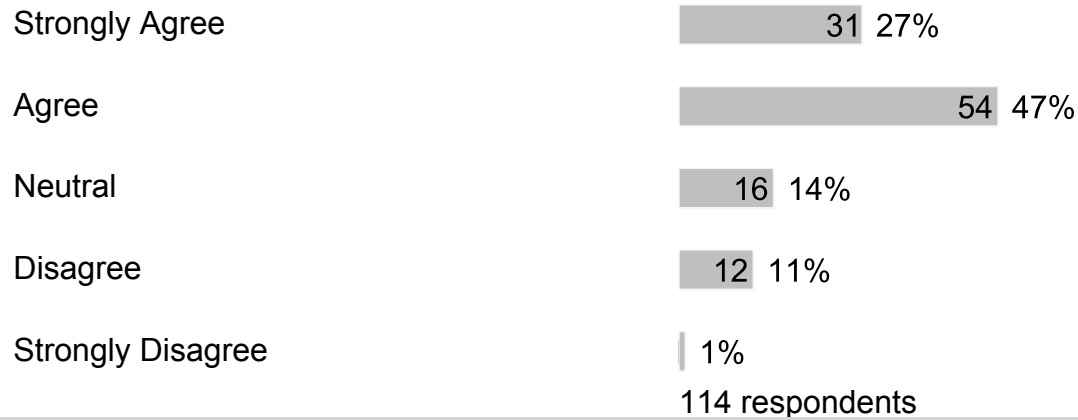
16. Our school works to keep instructional time free from distraction.



17. My child's teachers keep me informed regularly about my child's progress and how they are being graded.



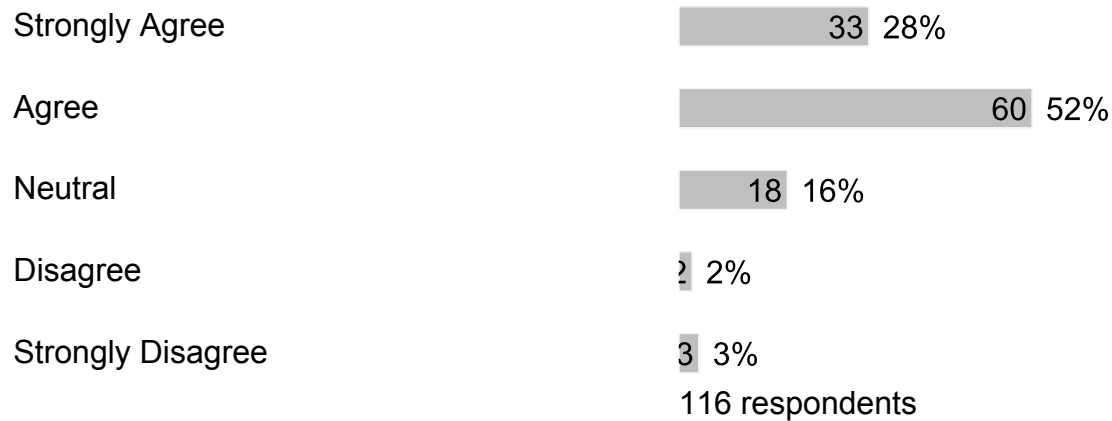
18. My child's teachers report on my child's progress in easy to understand language.



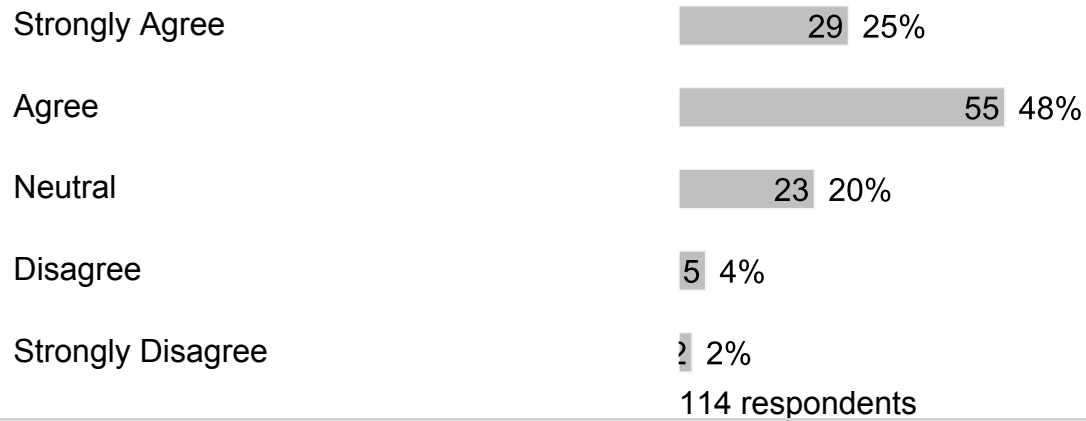
19. Teachers schedule conferences to share student learning progress with families.



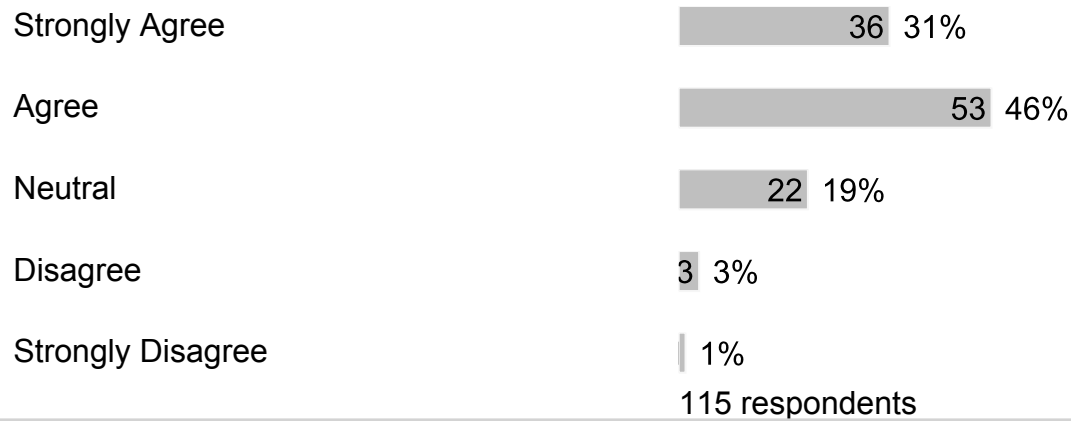
20. My child is prepared for success in the next school year.



21. Families are encouraged to volunteer.



22. Families are given the opportunity to participate on school committees.



23. I am well-informed of the school's goals and activities.



Strongly Disagree | 1%
115 respondents

24. Our school reports the achievement of school goals.

Strongly Agree 33 29%
Agree 56 50%
Neutral 20 18%
Disagree 3 3%
Strongly Disagree | 1%
113 respondents

25. Our school provides opportunities for parents to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).

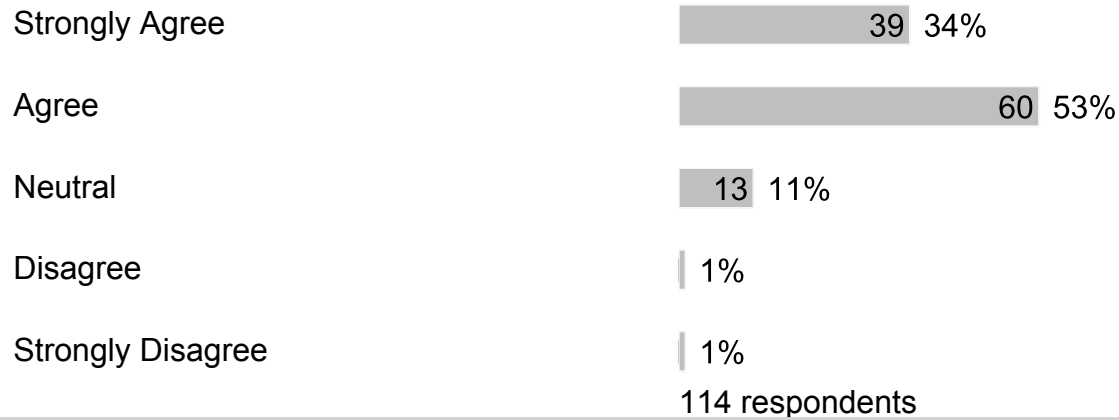
Strongly Agree 46 40%
Agree 50 44%
Neutral 16 14%
Disagree | 1%
Strongly Disagree | 1%
114 respondents

26. The School Improvement Plan (SIP) is regularly reviewed and revised through the School Advisory Council (SAC).

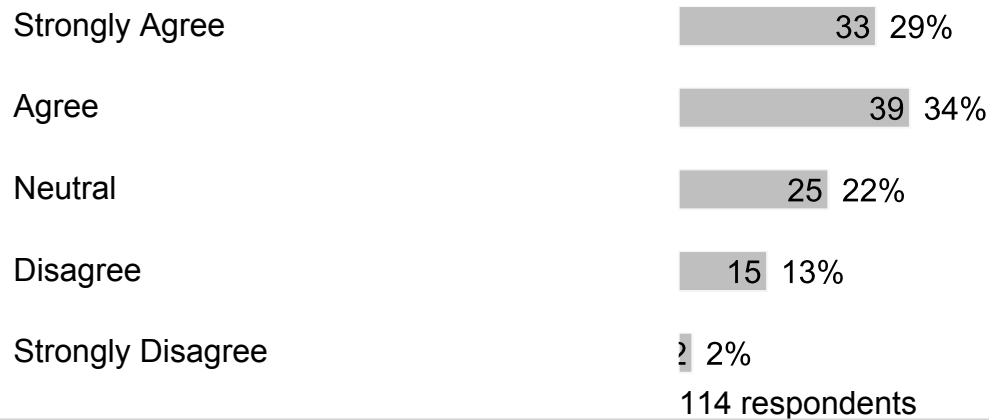
Strongly Agree 32 28%
Agree 43 38%



27. Our school communicates information in ways that are easy for families to understand.



28. Teachers regularly post information online or send home a newsletter.

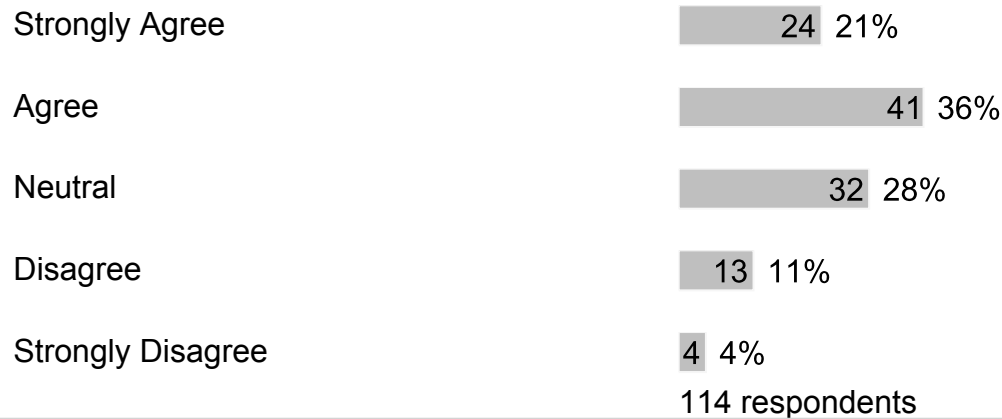


29. Our school asks families for their ideas on the best way to communicate school-related information.

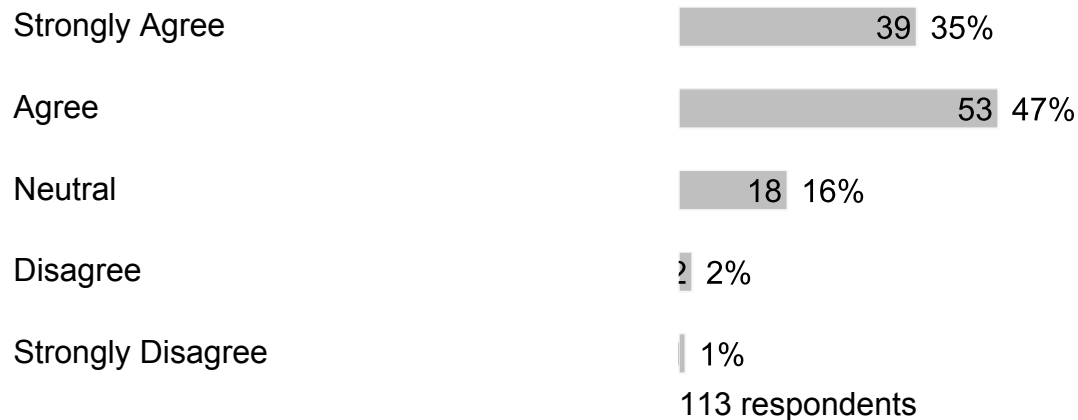




30. Our school asks for family input when changing rules or policies.



31. Our school focuses on Customer Service (greeting with a smile and responding to questions and concerns within one business day).



H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report